DECLARATION AND POWER OF ATTORNEY FOR ORIGINAL U.S. PATENT APPLICATION

Attorney's Docket No. ASPTP001

As a below-named inventor, I hereby declare that: My residence, post office address and citizenship are as stated below next to my name. I believe that I am the original, first and sole inventor (if only one name is listed below) or an original, first and joint inventor (if plural names are listed below) of the subject matter which is claimed and for which a patent is sought on the invention entitled: METHOD AND APPARATUS FOR A BUSINESS CONTACT CENTER the specification of which, is attached hereto. (check one) February 20, 2002 2. was filed on _____ U.S. Application No. 10/081,560 and was amended on ____April 17, 2002 was filed on International PCT Application No. and was amended on ___ I hereby state that I have reviewed and understand the contents of the above-identified specification, including the claims, as amended by any amendment referred to above. I acknowledge the duty to disclose information which is material to the examination of this application in accordance with Title 37, CFR § 1.56. Prior Foreign Application(s) I hereby claim foreign priority benefits under Title 35, United States code, § 119(a)-(d) or § 365(b) of any foreign application(s) for patent or inventor's certificate, or § 365(a) of any PCT International application which designated at least one country other than the United States, listed below and have identified below, by checking the box, any foreign application for patent or inventor's certificate, or PCT International application having a filing date before that of the application on which priority is claimed: Priority Benefits Claimed? Yes ___ No ___ (Filing Date) (Country) (Application No.) Yes ___ No ___ (Filing Date) (Country) (Application No.) Provisional Application(s) I hereby claim the benefit under 35 U.S.C. §119(e) of any United States provisional application(s) listed below: February 20, 2001 60/270,662 (Filing Date) (Application No.) (Filing Date) (Application No.) (Filing Date) (Application No.)

Atty. Dkt. No.: ASPTP001 (Revised 3/29/99)

Prior U.S. Application(s)

I hereby claim the benefit under Title 35, United States Code, § 120 of any United States application(s), or § 365(c) of any PCT International application designating the United States, listed below and, insofar as the subject matter of each of the claims of this application is not disclosed in the prior United States or PCT International application in the manner provided by the first paragraph of Title 35, United States Code, § 112, I acknowledge the duty to disclose information which is material to patentability as defined in Title 37, Code of Federal Regulations, § 1.56 which became available between the filing date of the prior application and the national or PCT international filing date of this application:

(Application No.)	(Filing Date)	(Status - patented, pending, abandoned)
(Application No.)	(Filing Date)	(Status - patented, pending, abandoned)

-Power of Attorney

And I hereby appoint Charles C. Cary, Reg. No. 36, 764 and Robert H. Kelly, Reg. No. 33,922, all of the law firm of CARY & KELLY, LLP, 1875 Charleston Road, Mountain View, California, 94043, and all practitioners who are associated with this firm as my principal attorneys to prosecute this application and to transact all business in the Patent and Trademark Office connected therewith.

Direct Correspondence To:

Customer Number: 28436 CARY & KELLY, LLP 1875 Charleston Road Mountain View, CA 94043

Direct Telephone Calls To:

Charles C. Cary at telephone number (650) 533.4844

I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under section 1001 of Title 18 of the United States Code, and that such willful false statements may jeopardize the validity of the application or any patent issuing thereon.

I hereby grant the above appointed attorneys the right to insert the U.S. Patent Application number, filing date and amendment date where space is provided above at any time subsequent to the date of the inventor's signature below.

Typewritten Full Name of Sole or First Inventor:	Michael ELX	Citizenship:	US M
Inventor's signature:	schalle Ty	_ Date of Signate	ure: 1/fn/ 29, 2002
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Inventor's signature:	1 mg/ / . () M/ 1/25		
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Atty. Dkt. No.: ASPTP001

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(Revised 3/29/99)

Full Name of Third Joint Inventor:	Calvin D. ADAMS	Сишения	US .
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Inventor's signature:	·	Date of Signatu	re:
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DECLARATION AND POWER OF ATTORNEY FOR ORIGINAL U.S. PATENT APPLICATION

Attorney's Docket No. ASPTP001

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(Filing Date)

(Revised 3/29/99)

(Application No.)

Prior U.S. Application(s)

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(Application No.)	(Filing	Date)	(Status - patented, pending, abandoned)
(Application No.)	(Filing	g Date)	(Status - patented, pending, abandoned)
Power of Attorney			
			Reg. No. 33,922, all of the law firm of CARY & and all practitioners who are associated with this all business in the Patent and Trademark Office
Direct Correspondence To:	CARY & 1 1875 Cha	Number: 28436 KELLY, LLP rleston Road fiew, CA 94043	
Direct Telephone Calls To:	Charles C. C	ary at telephone m	umber (650) 533.4844
	further that these states	nents were made wo or both, under secti	ne and that all statements made on information and ith the knowledge that willful false statements and ion 1001 of Title 18 of the United States Code, and n or any patent issuing thereon.
I hereby grant the above appointed date where space is provided above	ed attorneys the right to ve at any time subsequen	insert the U.S. Pate t to the date of the i	ent Application number, filing date and amendmen inventor's signature below.
			770
Typewritten Full Name of Sole or First Inventor:	Michael ELY	Citizenship:	US
Typewritten Full Name of Sole or First Inventor: Inventor's signature:	Michael ELY	Î	of Signature:
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Page 2 of 3

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Date of Signature:

Methuen

Timothy P. SIPSEY

(Revised 3/29/99)

Residence:

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Inventor (if any):

Inventor's signature:

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Atty. Dkt. No.: ASPTP001

Full Name of Third Joint Inventor:C	alvin D. ADAMS	Citizenship: _	US	
Inventor's signature:	<u> </u>	Date of Si	gnature:	
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